



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

PRINCIPAL CLERK I

Class No. 002725

PRINCIPAL CLERK II

Class No. 002726

■ CLASSIFICATION PURPOSE

To manage, organize, and coordinate the clerical and/or administrative support activities of a County agency, department or division; to act for the administrative manager; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Principal Clerk I:

Under general supervision, incumbents are responsible for managing, organizing, and coordinating the clerical and/or administrative support activities, through one or more subordinate supervisory staff, of less than 50 employees.

Principal Clerk II:

Under general supervision, incumbents are responsible for managing, organizing, and coordinating the clerical and/or administrative support activities, through one or more subordinate supervisory staff, of more than 50 employees. This class is the highest-level of the general clerical series, and is responsible for the most complex administrative functions. Principal Clerk II, Detentions Option, is responsible for managing, organizing, and coordinating the inmate/ward processing operations and other clerical activities, through one or more subordinate supervisory staff, of more than 50 employees in a detention facility setting. Principal Clerk II, Detentions Option, differs from the next higher class, Sheriff's Detention Assistant Manager, in that the latter coordinates the inmate processing activities at various Sheriff's detention facilities within the County, while the former plans, directs, and organizes inmate processing activities at a single facility.

■ FUNCTIONS

The examples of functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

The following functions apply to all options:

1. Organizes, directs and coordinates the clerical and/or administrative activities of one or more organizational units.
2. Supervises, trains, and evaluates the work of clerical support staff and subordinate supervisors.
3. Directs the workflow and production of administrative activities.
4. Develops and implements policies and procedures related to clerical and administrative operations.
5. Interprets county and department policies and procedures.
6. Uses independent judgment in solving complex problems.
7. Composes correspondence in response to inquiries.
8. Handles difficult situations with the public and/or contractors.
9. Analyzes and interprets statistical data.
10. Participates in departmental meetings and discussions on organizational and procedural issues.
11. Handles personnel matters and disciplinary actions.
12. Assists in the preparation of the annual budget for clerical and administrative support functions.

13. Monitors maintenance contracts for compliance.
14. Establishes and maintains administrative, personnel and other confidential files and record keeping systems using computer applications that include the use of electronic mail, word processing, spreadsheet and databases.
15. Coordinates inventory control of automation equipment, telephones, fixed assets, minor equipment, and vehicles.
16. Provides technical assistance in developing automated systems and tracking data.
17. Coordinates requests for facility maintenance and repairs.
18. Provides courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.
19. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

Principal Clerk II, Detentions Option:

In addition to the common essential functions:

1. Organizes, directs and coordinates the inmate/ward processing operations and other clerical activities.
2. Assists in formulating and implementing the policies and procedures required for the booking, processing and releasing of inmates/wards.
3. Acts as a liaison with other detention facilities, divisions, departments, Courts and Federal/State law enforcement agencies.
4. Testifies in court and/or provides subpoenaed inmate records.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

The following apply to all options:

- County organization, policies and procedures.
- Supervision and personnel management within the County of San Diego.
- Methodology used in the development of clerical/administrative policies and procedures.
- General office and record keeping procedures and practices.
- Budget preparation and administration.
- Accounting procedures within the County of San Diego.
- Indexing and filing rules including alphabetical, numerical, chronological, and subject.
- Standard typing layouts and formats.
- Business English including spelling, grammar, and punctuation.
- Problem solving techniques.
- County customer service objectives and strategies.
- The operation and use of general office equipment.
- The General Management System in principle and practice.
- Principles and techniques of supervision.

Principal Clerk II, Detentions Option (in addition to the above):

- Required codes, ordinances, legal opinions and legal procedures for processing individuals remanded to the custody of the Sheriff.

Skills and Abilities to:

The following apply to all options:

- Interpret complex organizational procedures and policies.
- Organize and prioritize workload for clerical employees.
- Interview, select, and evaluate the work of subordinate staff.
- Apply progressive disciplinary procedures.
- Counsel and discipline employees.
- Use computer application programs and equipment in the production of work.
- Access and utilize data from a computerized record keeping system.

- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

Principal Clerk II, Detentions Option (in addition to the above):

- Oversee the booking, processing and releasing of inmates in compliance with law and policies/procedures.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Principal Clerk I:

At least eighteen (18) months of progressively responsible clerical supervisory/administrative support experience equivalent to a Supervising Clerk in the County of San Diego.

Principal Clerk II:

1. Four (4) years of progressively responsible clerical supervisory/administrative support experience equivalent to a Supervising Clerk in the County of San Diego, OR
2. Two (2) years of experience as a Principal Clerk I or comparable class in the County of San Diego.

Principal Clerk II, Detentions Option:

1. Four (4) years of progressively responsible clerical supervisory/administrative support experience in a detention facility setting equivalent to a Supervising Clerk in the County of San Diego, OR
2. Two (2) years of experience in a detention facility setting as a Principal Clerk I or comparable class in the County of San Diego.
3. Two (2) years of experience in a detention facility setting equivalent to a Detention Processing Supervisor in the County of San Diego.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of the neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck; fine finger dexterity to operate keyboards and writing materials. Occasional: grasping, pushing, pulling and reaching above and below shoulder level. May occasionally lift and/or carry up to 50 lbs.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

May be a member of a team/department with responsibility for sponsorship of Enterprise Resource Planning (ERP) software applications in support of Countywide operations of: human resource management; time keeping and reporting; payroll; accounts payable; and accounts receivable.

License

A valid California Class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

Certification/Registration

None Required.

Working Conditions

Office environment; exposure to computer screens.

Principal Clerk II, Detentions Option: Applicants must be willing to work any shift, on holidays or weekends; with inebriated uncooperative and or/emotionally disturbed persons; and in a locked detention facility.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Principal Clerk II, Detentions Option: Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity and recency. Prior to appointments, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 6 months (Civil Service Rule 4.2.5).

New: July 6, 1981 (Principal Clerk I)
New: February 21, 1988 (Principal Clerk II)
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Principal Clerk I (Class No. 002725)
Principal Clerk II (Class No. 002726)

Union Code: MM
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Variable Entry: Y
Variable Entry: Y